



News release

Insurance Council
of Australia

Monday, 10 January 2022

Insurers to meet virtually with storm affected Gippsland and Yarra Ranges locals

The Insurance Council of Australia (ICA) will host virtual one-on-one consultations for Gippsland and Yarra Ranges policyholders affected by the June 2021 severe weather event. The virtual video or phone consultations can be booked with ICA representatives or insurers and will take place on Thursday 20 January 2022 from 9am – 8pm.

The decision to hold virtual rather than in-person consultations was made by the ICA and insurers to ensure participant safety due to the current Covid environment. Using technology gives storm affected policyholders the opportunity to discuss the progress of their claims now rather than waiting until the current situation eases.

Bookings are essential for the 30-minute virtual consultations with ICA representatives and insurers. To book go to [Catastrophe 214: Victorian Severe Storms & Flooding - Insurance Council of Australia](#) or insurancecouncil.com.au/VicStormsJune21

Insurers have received more than 32,000 claims from the Insurance Catastrophe that was declared on 13 June 2021, with losses estimated at \$281 million. More than 90 per cent of claims are from householders for storm and water damage.

Quote attributable to Andrew Hall, CEO, Insurance Council of Australia:

The Insurance Council of Australia has made the decision to offer individual virtual consultations based on the health and safety of all participants. Virtual face-to-face policyholder meetings are not practice and ICA representatives and insurers would prefer to meet in person with policyholders at community events. However, the current Covid environment has necessitated this move to meet the needs of those policyholders who need assistance with their insurance claim sooner rather than later.